ABSTRACT

The present invention is directed to a contact center 100 for servicing contacts,

comprising (a) an input operable to receive a first contact from a first customer; (b) a selector

220 operable (i) to determine whether the first contact is related to another contact with the

5   first customer and (ii) when the first contact is related to another contact with the first

customer, to service the contact differently than when the first contact is unrelated to another

contact with the first customer; and/or (c) a repeat contact determining agent 232 operable

(i) to track, a set of the plurality of agents over a selected time period, a number of contacts

serviced by the agent set that are related to another contact serviced by the plurality of agents

10   and (ii) to maintain, for each of the plurality of agents, an indicator indicating at least one of

(a) a number of contacts, serviced by the agent set during the selected time period, that are

not related to another contact serviced by the agent and (b) a number of contacts, serviced

by the agent set during the selected time period, that are related to another contact serviced

by the agent.